

National Aeronautics and
Space Administration

George C. Marshall Space Flight Center
Marshall Space Flight Center, AL 35812



March 4, 2004

Reply to Attn of: QS40

TO: Distribution

FROM: QS40/Don Miller

SUBJECT: Minutes of the Marshall Management System Implementation Team Meeting

The Marshall Management System Implementation Team held its regular team status meeting on Wednesday, March 3, 2004. The meeting began at 1:00 p.m. in Building 4200, Conference Room 409. The agenda for the meeting is included as Enclosure 1. The roster of attendees for the meeting is attached as Enclosure 2.

Monthly Corrective Action System (CAS) Status Report (John McPherson/HEI):

There were seven open RCARs at the end of February 2004. None were opened and none were closed during this past month. None were delinquent at the end of the month. Average age of RCARs continues to climb and is up to 229 days. This can be attributed to three RCARs that have been in the CAB for a long time. The status charts are included as Enclosure 3.

Axel Roth requested that Jim Thomason set up a meeting to review the three oldest RCARs and get them moving towards closure.

ALERTs (John McPherson/HEI):

ALERTs have held steady during this past month at around 360. The status charts are included in Enclosure 3.

Recurrence Control Action Request Status (Jim Thomason/HEI):

There are seven open RCARs with one open to the POC. All others are in a CAB for closure. The one open to the POC has recently been extended by the CAB until May 2004. There are no REDs or Yellow to the POC at this time. Closure is taking longer than expected for RCARs 200, 201, and 203. The status charts are included as Enclosure 4.

Internal Audit Status (Warren Woods/QS40):

The open UP NCRs are still being worked with the organization. No other NCRs are late at this time.

Marshall Quality Council Meeting (Don Miller/QS40):

The next MQC meeting is still scheduled for March 30, 9-11 a.m., in conference room P110. All Organization Representatives are requested to solicit candidates for success stories for the MQC and submit them by Friday, March 12. Only one or two stories will be selected for presentation, and these could be in any category. Success stories should be recent and should not have already been presented in a Center Staff meeting. Success stories should be in one or more of the following categories:

- Continual Improvement
- Customer Satisfaction
- Collaborative Efforts with Organizations External to MSFC
- Continual Learning
- Freedom to Manage

All charts from all presenters are due by close of business on Friday, March 19. The dry-run will be conducted on Wednesday, March 24. (Updates for current numbers will still be possible through March 26.)

Next NQA Audit – Triennial Audit (Mary DeMurray/HEI):

The next NQA audit will be our triennial audit and will be conducted on April 6-9.

Responses to the request for audit candidates in each organization are due from the Organization Representatives by Friday, March 12, or sooner if possible. If anyone has any questions or needs any assistance, please feel free to contact Mary DeMurray at 544-1342.

Metrology Update (Don Miller/QS40):

There were 17 delinquent Category I items as of March 2. These items are assigned to AD, ED, MP, and TD. This is a tremendous improvement to the post-holiday numbers; however, we need to continue to strive to get the delinquent items down to zero. The Organization Representatives were requested to continue to work any issues so that we keep these numbers down as low as possible.

Other:

Deborah Wills/AD35 provided the status of the directives committed for revision during the annual review. Currently there are nine delinquent revisions. Four are coming due within the next week and a half. The actions from the 2003 annual review of MSFC Management Directives are included as Enclosure 5.

Don Miller/QS40 reminded the team that their customer satisfaction results should be updated on the customer satisfaction website prior to the upcoming MQC and NQA audit. Tom Dollman/SD40 also mentioned the need to check the Balanced Scorecard website for updated entries.

Don Miller/QS40 stated that he and Mary DeMurray/HEI attended the 12th annual ISO 9000 Conference last week. Overall, MSFC seems to be in synch with the leaders in ISO 9000. Some new ideas and techniques were picked up that we will explore here in the near future.

Don Miller/QS40 mentioned that the National Geospatial-Intelligence Agency (NGA) will be visiting us next week on Tuesday and Wednesday, March 9-10. The meeting will be held in bldg. 4200/409. Team members are welcome to attend any time during these two days. NGA has been directed to implement ISO 9001 in support of customer requirements. We will be sharing lessons learned and discussing key areas of concern with them, including the DCB process and internal audits. The agenda for the meeting is included as Enclosure 6.

Tom Dollman/SD40 requested that the discussion on the DCB process with NGA be videotaped for training purposes for directives OPRs. The DCB process should be changed within the next month and training for all of those involved in the DCB process will be provided at the appropriate time. Consideration should be given to videotaping those sessions for future OPR training. Due to the infrequent nature of document revisions and changes in document assignments, OPRs frequently need initial or refresher training on the system.

The next MMS meeting will be held on Wednesday, March 17.

No other issues for record were discussed.

Mary DeMurray, for
Don Miller
ISO 9000 Coordinator

Enclosures

1. Meeting Agenda
2. Roster of Attendees
3. CAS Monthly Status Report & ALERTs Status
4. RCAR Status Report
5. Actions from the 2003 Annual Review of MSFC Management Directives
6. Agenda for NGA Visit on March 9-10

Distribution: Team Members

MMS Implementation Team Meeting on 03/03/04 Agenda

- **Issues that need attention - only reds and yellows for the following:**
 - **Corrective Action Status** (Jim Thomason & John McPherson)
 - **NCR's & Audit Status** (Warren Woods or Kerry Warner)
- **Next MQC – March 30th , 9:00 – 11:00, P110**
 - **Success Stories to be turned in by March 12th, 2004** (only one or two to be presented. Note: can be in any category)
 - **Charts by all presenters due by March 19th, 2004**
 - **Dry Run , March 24, 2004**
- **Next Audit – April 6 – 9** (Triennial Audit)
- **Audit Planning –** (Mary DeMurray)
- **Metrology Update –** (item delinquency @ 19 – AD, ED, TD, & MP)
- **Delinquent Annual Review Updates –** (Deborah Wills)
- **Other ?**

Marshall Management System Implementation Team Meeting

WEDNESDAY, March 3, 2004 LOCATION/ TIME: BLDG. 4200/409, 1:00 p.m.

MEETING ATTENDANCE: [Please Initial Beside Your Name to Record Meeting Attendance.]

<u>NAME</u>	<u>ORGANIZATION</u>	<u>PHONE</u>	<u>FAX</u>
Center Operations Directorate			
<input type="checkbox"/> Jim Carter	AD01 (ALT)	544-6630	544-5893
<input type="checkbox"/> Dan Adams	AD10 (MEM)	544-1614	544-8259
<input type="checkbox"/> Allen Elliott	AD10 (ALT)	544-0662	
<input type="checkbox"/> Lucy Boger	AD21 (MEM)	544-0320	
<input type="checkbox"/> Mark Hyder	AD22 (ALT)	544-8821	
<i>JH</i> <input type="checkbox"/> Kim Narmore	AD34 (MEM)	544-4512	
<input type="checkbox"/> Annette Tingle	AD34	544-4522	544-8752
<i>DW</i> <input type="checkbox"/> Deborah Wills	AD35 (ALT)	544-4525	544-8610
<input type="checkbox"/> Jackie Fletcher	AD35 (MEM)	544-4524	
<i>LA</i> <input type="checkbox"/> Lisa Adkins	AD40 (MEM)	544-7546	544-6570
<input type="checkbox"/> Vic Cordier	AD40 (ALT)	544-5626	
<input type="checkbox"/> Dawn Cross Stanley	AD40	544-1835	
<input type="checkbox"/> Polly Edwards	AD50 (MEM)	544-4536	544-2101
<input type="checkbox"/> Brad Garland	AD50 (ALT)	544-4537	
<input type="checkbox"/> Ken Smith	AD61 (MEM)	544-0327	
Customer & Employee Relations Directorate			
<input type="checkbox"/> Pat Schultz	CD20 (ALT)	544-7559	544-4809
<i>L.W</i> <input type="checkbox"/> Caroline Wang	CD30 (MEM)	544-3887	544-6030
<input type="checkbox"/> Michael McLean	CD40	544-0397	
Director's Office			
<i>AR</i> <input type="checkbox"/> Axel Roth	DE01	544-0451	544-xxxx
Engineering Directorate			
<i>BM</i> <input type="checkbox"/> Barry Musick	ED01 (MEM)	544-1002	
<i>TSR</i> <input type="checkbox"/> Perry Roberts	ED16 (MEM)	544-3717	544-0900
<i>pal</i> <input type="checkbox"/> Pat Layky	ED12 (ALT)	544-3481	544-3098
<input type="checkbox"/> Jim Lindsay	ED20 (MEM)	544-1301	544-0236
<input type="checkbox"/> Craig Garrison	ED27 (ALT)	544-7197	544-8838
<input type="checkbox"/> Patricia Johnson	ED33 (MEM)	544-2633	
<input type="checkbox"/> Rich Wegrich	ED35 (ALT)	544-2626	
<i>KI</i> <input type="checkbox"/> Karen Iftikhar	ED44 (MEM)	544-3653	
Flight Projects Directorate			
<i>RC</i> <input type="checkbox"/> Robert Crumbley	FD01 (MEM)	544-2464	
<input type="checkbox"/> Jack Stokes	FD22 (MEM)	544-1764	544-5194
<input type="checkbox"/> Debrah Underwood	FD30 (MEM)	544-2191	
<input type="checkbox"/> Mike Kearney	FD40 (ALT)	544-2029	
<input type="checkbox"/> Bill Mordan	FD40 (MEM)	544-2011	
Chief Counsel			
<i>JS</i> <input type="checkbox"/> Jerry Seemann	LS01 (MEM)	544-6580	
<input type="checkbox"/> Abbie Johnson	LS01 (ALT)	544-0014	544-0258

Space Shuttle Propulsion Office

<u>JSP</u> Jeff Spencer	MP21	(ALT)	544-7498	544-7713
John Pea	MP71	(MEM)	544-8437	544-5799

Equal Opportunity Office

<u>BS</u> Billie Swinford	OS01	(MEM)	544-0087	544-2411
Charles Scales	OS01	(ALT)	544-4927	544-2411

Procurement Office

<u>JW</u> Jerry Williams	PS10	(ALT)	544-0295	544-4401
<u>MS</u> Mike Sweigart	PS20	(MEM)	544-0281	

Safety and Mission Assurance

Herb Shivers	QS01	(MEM)	544-8903	
Roy Malone	QS01	(MEM)	544-0506	
<u>JGH</u> Terry Hamm	QS01	(MEM)	544-7402	544-3241
<u>DM</u> Don Miller	QS40	(MEM)	544-8361	544-4857
Ron C. Mize	QS40	(ALT)	544-2485	
Kerry Warner	QS40	(MEM)	544-7350	544-4155
<u>WW</u> Warren Woods	QS40	(MEM)	544-2275	544-5685

Office of Financial Officer

Peggy Williamson	RS24	(ALT)	544-3357	544-5863
<u>SH</u> Sharal Huegele	RS30	(MEM)	544-7286	544-9055

Science Directorate

Tom Fleming	SD01	(ALT)	544-3962	544-5975
Emily Kendall	SD02	(MEM)	544-3775	
Steve Lambing	SD12	(MEM)	544-2277	
Robin Henderson	SD10	(ALT)	544-1738	544-8369
<u>DL</u> Lloyd Love	SD20	(MEM)	544-7702	544-2559
Wes Darbro	SD22	MESA	544-7742	544-2559
Todd May	SD31	(ALT)	961-1769	
Cassandra Thompson	SD30	(MEM)	544-3993	
Clark Darty	SD40	(ALT)	544-2728	544-5892
<u>TD</u> Tom Dollman	SD40	(MEM)	544-6568	544-8500
Melanie Bodiford	SD44	(MEM)	544-2067	
Mike Purvey	SD44	(MEM)	544-3592	
Mike McCollough	SD50	(ALT)	544-4368	544-5800
Ed Reichmann	SD50	(MEM)	544-7603	544-5800
Tim Miller	SD60	(MEM)	922-5882	922-5823
Diane Samuelson	SD60	(ALT)	922-5832	922-5723
Tommy L. Thompson	SD72	(MEM)	544-3489	544-2659
Roy Young	SD70	(ALT)	544-4965	544-2659

Space Transportation Directorate

<u>JT</u> Joan Trolinger	TD02	(MEM)	544-7068	544-0300
James Wyckoff	TD02	(ALT)	544-7922	544-0300
Ed Reske	TD64	(ALT)	544-1753	544-1215

2nd Generation Reusable Launch Vehicle Program Office

	UP01	(MEM)		
Nikhat Shahzad	UP30	(ALT)	544-2496	

_____ Bob McKemie	VS10	(MEM)
_____ Neil Rainwater	VS10	(ALT)

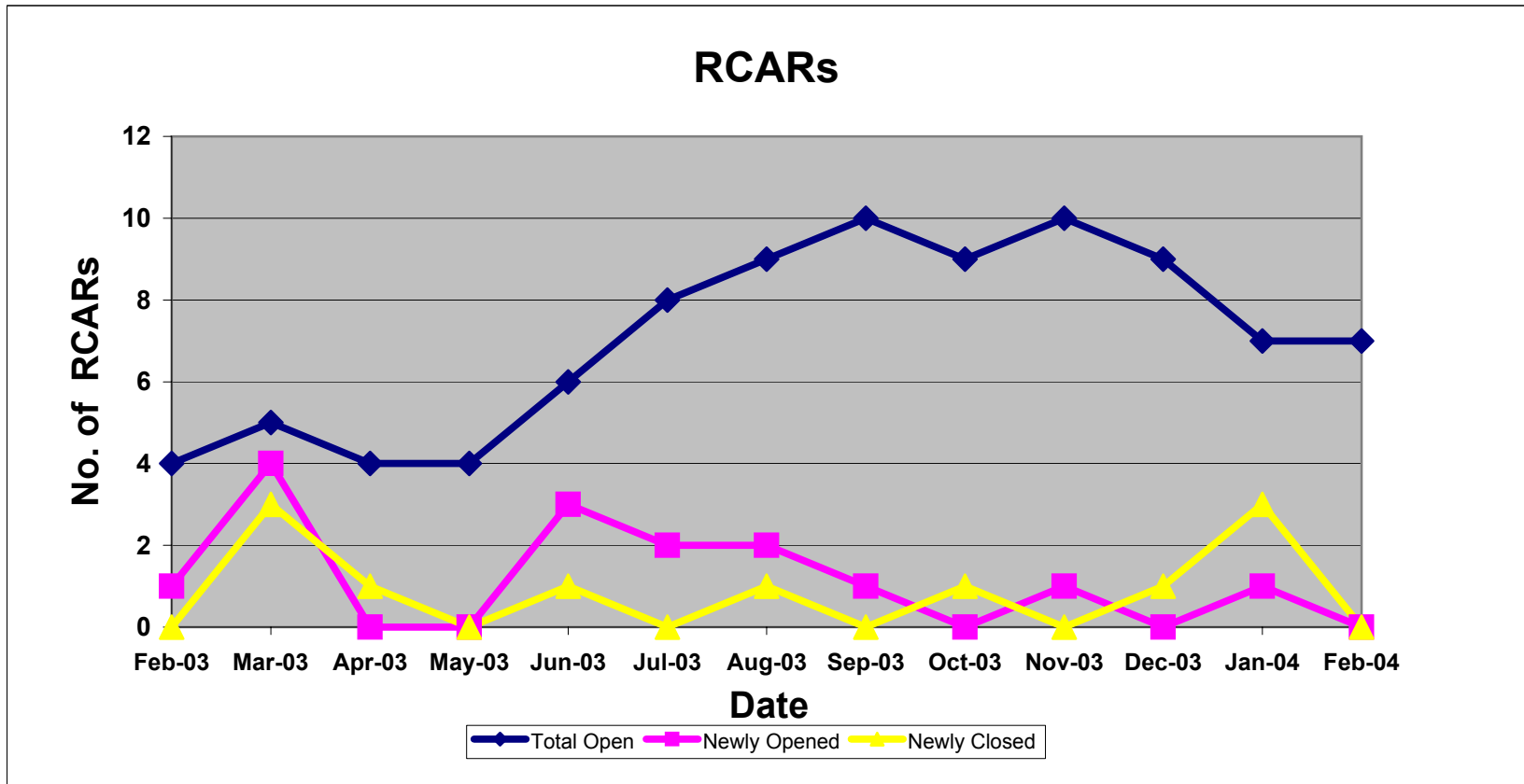
544-2266	544-5178
544-8918	544-5178

<u>MCD</u>	Mary DeMurray	HEI	(MEM)
<u>JMB</u>	John McPherson	HEI	(MEM)
	Randy Reed	HEI	(MEM)
<u>BT</u>	Jim Thomason	HEI	(MEM)
<u>21</u>	Frank Knight	QTEC	

544-1342 544-4470
544-7479 544-9257
544-6056 544-4470
544-3303
883-7994 (x103)

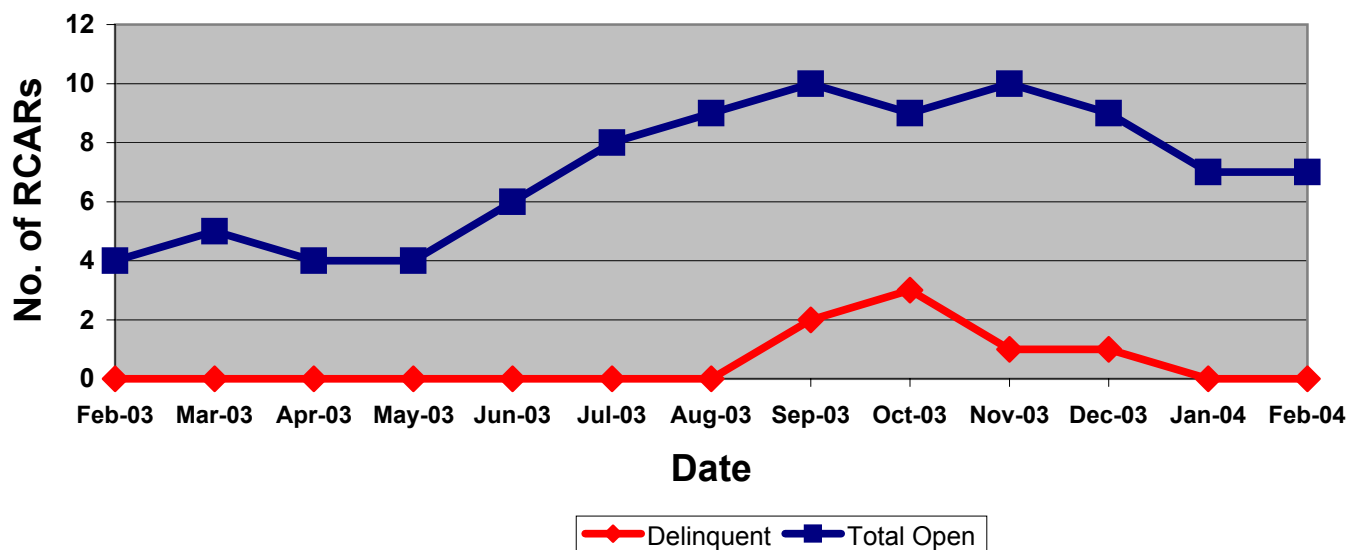
NAME	ORGANIZATION	PHONE	FAX
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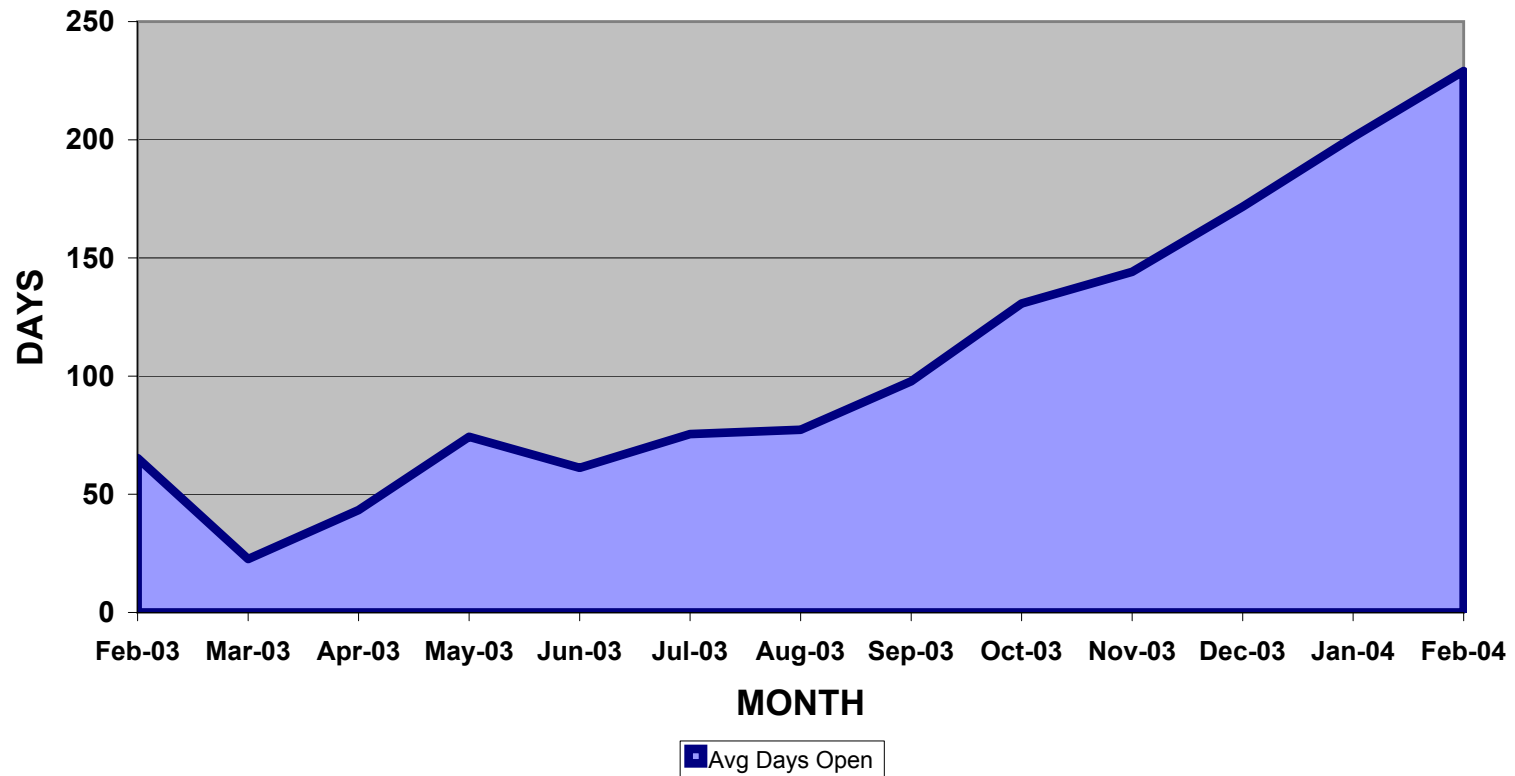
Total Open RCARs:	4	5	4	4	6	8	9	10	9	10	9	7	7
Newly Opened RCARs:	1	4	0	0	3	2	2	1	0	1	0	1	0
Newly Closed RCARs:	0	3	1	0	1	0	1	0	1	0	1	3	0

Open Versus Delinquent RCARs



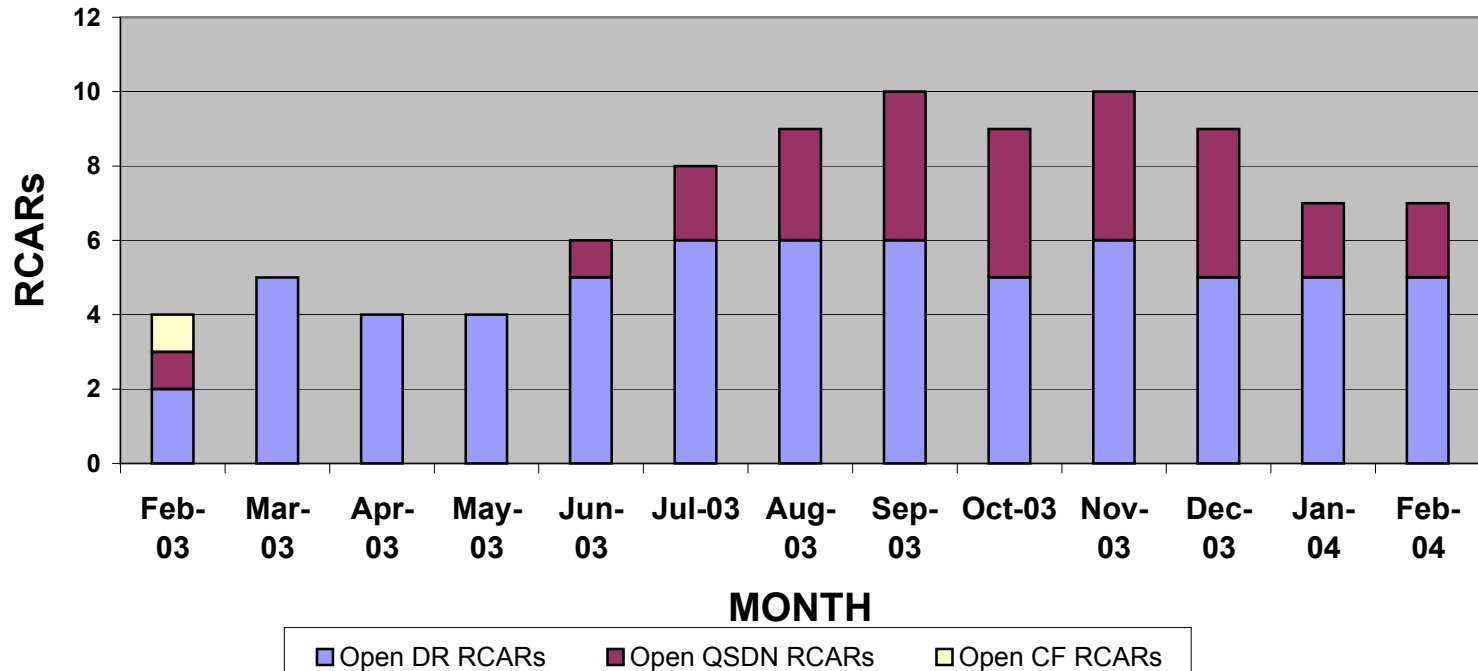
Delinquent Responses:	0	0	0	0	0	0	0	2	3	1	1	0	0
Total Open RCARs:	4	5	4	4	6	8	9	10	9	10	9	7	7
Percent Delinquent:	0%	0%	0%	0%	0%	0%	0%	20%	33%	10%	11%	0%	0%

AVERAGE DAYS RCARs OPEN AT END OF MONTH



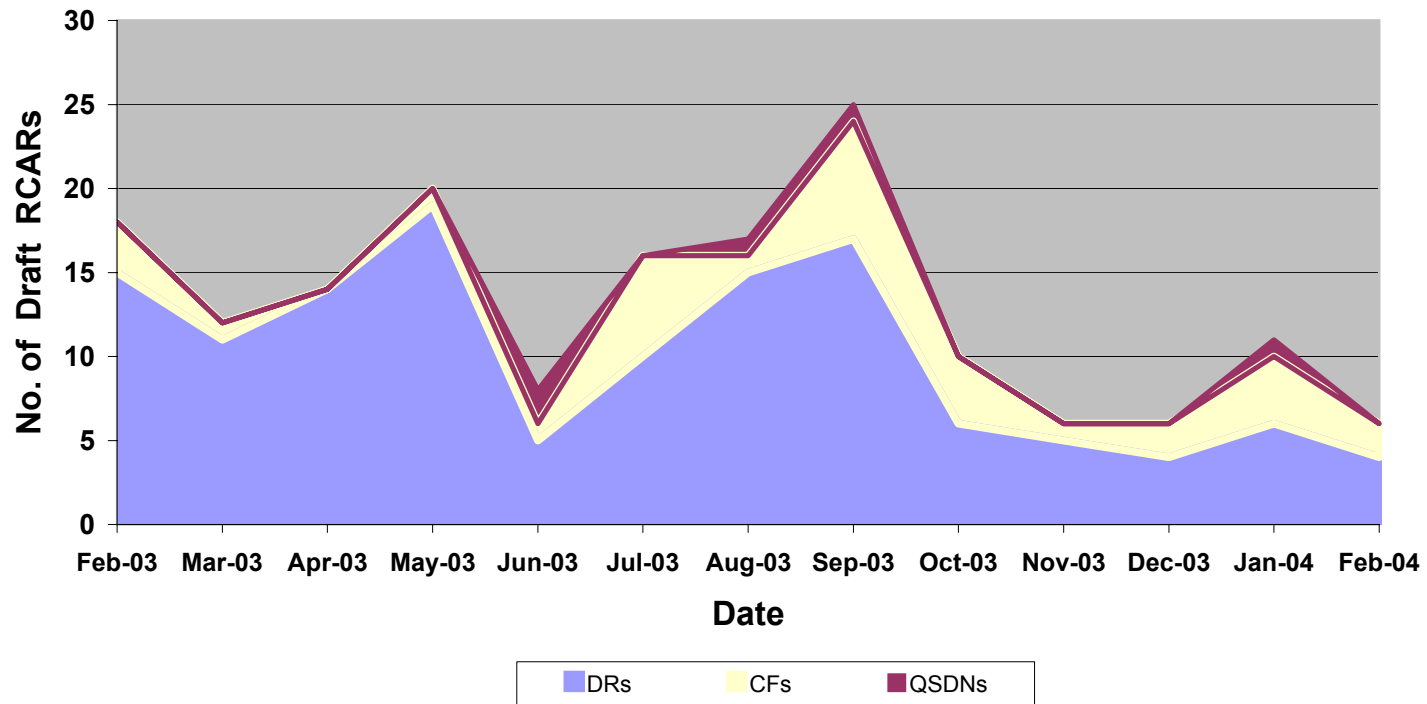
Average Days Open:	65	23	43	74	61	76	77	98	131	144	172	201	229
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OPEN RCARs AT END OF MONTH



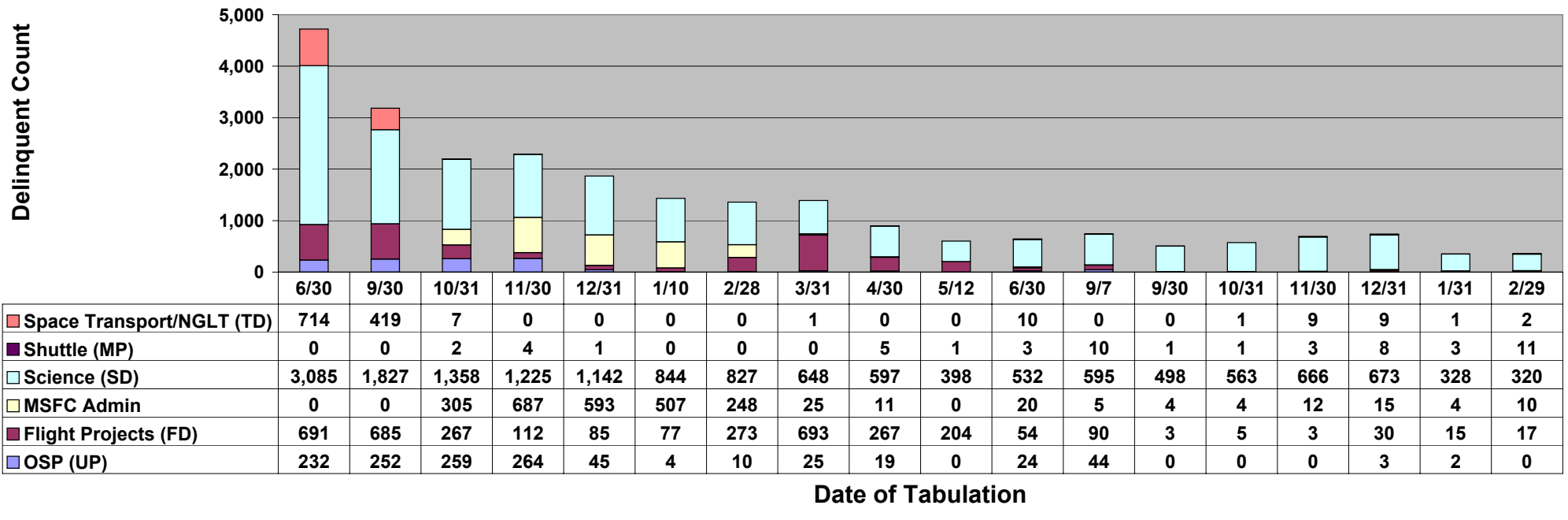
Open DR RCARs:	2	5	4	4	5	6	6	6	5	6	5	5	5
Open QSDN RCARs:	1	0	0	0	1	2	3	4	4	4	4	2	2
Open Cust Fdbk RCARs:	1	0	0	0	0	0	0	0	0	0	0	0	0
Total Open RCARs:	4	5	4	4	6	8	9	10	9	10	9	7	7

DRAFT RCARs RECEIVED



New DRs:	15	11	14	19	5	10	15	17	6	5	4	6	4
New Customer Feedbacks:	3	1	0	1	1	6	1	7	4	1	2	4	2
New QSDNs:	0	0	0	0	2	0	1	1	0	0	0	1	0
Total Draft RCARs:	18	12	14	20	8	16	17	25	10	6	6	11	6
New CANs:	0	0	0	0	0	0	0	0	0	0	0	0	0

MSFC DELINQUENT ALERT RESPONSE TRACKING: BY RESPONSIBLE ORGANIZATION - February 29, 2004



TOTAL DELINQUENT RESPONSES:	4,722	3,183	2,198	2,292	1,866	1,432	1,358	1,392	899	603	643	744	506	574	693	738	353	360
YEAR	2002					2003										2004		
MONTH/DAY	6/30	9/30	10/31	11/30	12/31	1/10	2/28	3/31	4/30	5/12	6/30	9/7	9/30	10/31	11/30	12/31	1/31	2/29
MSFC Administrative:	0	0	305	687	593	507	248	25	11	0	20	5	4	4	12	15	4	10
Center Operations (AD)					62	2	9	4	0	0	9	0	2	0	0	0	1	1
Engineering (ED)					510	485	224	2	0	0	10	5	1	4	9	2	3	9
Safety & Missn Assur (QS)					21	20	15	19	11	0	1	0	1	0	3	13	0	0

PAC OPEN RCAR ACTION TRACKING

As of March 03 2004

Delinquent to POC

Items in CAB or DCB out of POC control

QA #	RCA R #	DR/QD /QC Init Date	PAC AE	Evaluated for RCAR	Project / Org	POC Name	POC Date Due	Latest POC Response	Last CAB Date/ Finding	Last Action	Next Action Required	Response Status
DR7237	200	03/17/03	Thomason	03/19/03	ECLSS UPA	melanie.c.gregory@msfc.nasa.gov	04/03/03	04/02/03		Nov. CAB meeting to fix problems	07/28/03 Closure in CAB for resolution	Yellow in CAB
Problem		CAB meeting on November 7 to close this RCAR. CAB came up with a solution to close the RCAR after fix put in place. CAB members will provide proof of correction.										
DR7238	201	03/17/03	Thomason	03/19/03	ECLSS UPA	Mark.Anderson@msfc.nasa.gov	04/03/03	05/05/03		Nov. CAB Meeting to fix problems	07/28/03 Closure in CAB for resolution	Yellow in CAB
Problem		CAB meeting on November 7 to close this RCAR.CAB came up with a solution to close the RCAR after fix put in place. CAB members will provide proof of correction.										
DR7209	203	05/29/03	Thomason	06/05/03	ECLSS UPA	MARK.ANDERSON@MSFC.NASA.GOV	06/19/03	06/19/03		Nov. CAB meeting to fix problems	07/28/03 Closure in CAB for resolution	Yellow in CAB
Problem		CAB meeting on November 7 to close this RCAR.CAB came up with a solution to close the RCAR after fix put in place. CAB members will provide proof of correction.										
QSDN 146	206	06/26/03	Thomason	07/02/03	ED12	sharal.huegele@msfc.nasa.gov	07/16/03	02/04/04	02/04/04 Extend	02/04/04 Extension until 05/01/04 Approved	05/01/04 extension ends	Green to POC
Problem		Documentation problem for managing NRA funding distribution. 3 month extension request to CAB Document in DCB process DCB process for subject document will require another extension of at least four months.CAB approved extension until 05/01/04										
QSDN 147	208	08/04/03	Thomason	08/11/03	QS01	angela.walker@msfc.nasa.gov	08/25/03	10/16/03		02/17/2004 Closures to CAB	02/25/2004 Resolution Approval by CAB	Yellow in CAB
Problem		Inconsistent requirements creating conflicting solutions to document requirements. Incorrect reference in MWI7120.6 which should be corrected. Changes to document to be addressed and will be in DCB process. (03/01/04)Currently in Axel Roth office for sig.										

PAC OPEN RCAR ACTION TRACKING

As of March 03 2004

Delinquent to POC

Items in CAB or DCB out of POC control

QA #	RCA R #	DR/QD /QC Init Date	PAC AE	Evaluated for RCAR	Project / Org	POC Name	POC Date Due	Latest POC Response	Last CAB Date/ Finding	Last Action	Next Action Required	Response Status
DR7295	209	08/15/03	Thomason	08/26/03	SD43 MSG	todd.bates@msfc.nasa.gov	10/28/03	11/03/03		11/03/03 Resolution to CAB	11/04/03 Closure in CAB for resolution	Yellow in CAB
Problem		Cable rejected and returned to vendor 3 times for same problem.										
DR7313	212	01/08/04	Thomason	01/16/04	ECLSS UPA	Mark.Anderson@msfc.nasa.gov	01/30/04	01/30/04		02/17/2004 Closure to CAB	02/25/2004 Clsoure Approval by CAB	Yellow in CAB
Problem		Violated MSFC-STD-2594C also quality sensitive parts have same part number as off shelf parts.										
Total Open RCARs= 7												

OVERDUE / COMING DUE ACTIONS FROM 2003 ANNUAL REVIEW OF MSFC MANAGEMENT DIRECTIVES**As of March 3, 2004** (thru 3/12)

CAITS Number	OPR	Subject	CAITS Status	Date Due Internal
04-AD35-0020	AD	MPD 8812.1, "MSFC Facility Utilization Policy"	Open	01-MAR-2004
04-AD35-0017	AD	MWI 6700.1, "MSFC Motor Pool Operations"	Extended	12-MAR-2004
04-AD35-0021	CD	MPG 1050.1C, "Contract (Customer Agreement) Review"	Open	01-MAR-2004
04-AD35-0024	CD	MWI 1450.1A, "Handling of Congressional Inquiries"	Extended	05-MAR-2004
04-AD35-0028	PS	MPG 5000.1D, "Purchasing"	Open	27-FEB-2004
04-AD35-0028	PS	MWI 5000.1C, "Processing NASA Research Announcement (NRAs) and Cooperative Agreement Notices (CANs)"	Open	27-FEB-2004
04-AD35-0028	PS	MWI 5100.1C, "Procurement Requisitioners Guide"	Open	27-FEB-2004
04-AD35-0028	PS	MWI 5113.1F, Governmentwide Commercial Purchase Card Operating Procedures"	Open	27-FEB-2004
04-AD35-0028	PS	MWI 5115.1B, "Processing Unsolicited Proposals"	Open	27-FEB-2004
04-AD35-0032	QS	MWI 5330.2A, "NASA Engineering and Quality Audit (NEQA)"	Extended	08-MAR-2004
04-AD35-0040	QS	MWI 8060.3, "Requirements and Design Reviews, MSFC Programs/Projects"	Open	10-MAR-2004
04-AD35-0044	TD	MPG 4500.1, "Management of Propellants and Pressurants"	Open	TBD
04-AD35-0038	TD	MPG 8730.6, "Inspection of Hazardous Test Facility Configuration Changes"	Open	27-FEB-2004